



## HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

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Vermont Relay: 711 or 1-800-253-0191

### Service Support Technician (OTT) Burlington Telecom

**POSTING DATE:** December 30, 2015

**DEADLINE TO APPLY:** January 12, 2016

**RATE OF PAY:** \$19.94/hr

**POSITION STATUS:** Limited Service Full Time

**EXEMPT/NON-EXEMPT:** Non-Exempt

**CLASSIFICATION GRADE:** BT Range 1.5

**UNION:** Non-Union

**General Purpose:** This OTT (Over the Top) Video Services role is focused on informing, educating and providing advice and ongoing support to BT customers on so called “over the top” (OTT) video devices, which include Apple TV, Roku, Google Chromecast and Amazon Fire TV, including remaining current with trends as functionality, content available through them, and viewing habits continue to evolve.

#### Essential Job Functions:

- Receives incoming customer calls regarding general or technical questions and/or troubles for any OTT video devices or services
- Performs phone and field based, customer premise setup, troubleshooting and education on OTT video equipment.
- Coordinates repair service dispatch as necessary with Service Support Technician resources to fix BT service or equipment related issues.
- Places consistent follow up calls to the customer to ensure an excellent customer experience.
- Functions as the single point of contact for supporting customers’ OTT devices during normal business hours M-F, 8-5. Evening work and weekend work may also be required depending on the needs of the business.
- Enters and reviews service orders and troubles tickets to document all customer interactions.
- Keeps all OTT reference manuals and materials updated and current.
- Perform new OTT product testing and due-diligence to identify new vendors and technology solutions.
- Provide frequent, brief reports to BT management on new developments in the OTT industry, and works with marketing to make relevant information available to the public.
- Assists BT management and marketing team in developing new potential OTT offerings.
- Acts as the lead OTT training resource for customers and BT staff and develops written documentation and content for website publishing.
- Holds routine training sessions/seminars/workshops, available to the general public at various venues.
- Provide backup support role for service support technicians as required for other BT services and provide training for basic OTT support for other Service Support staff
- Other duties as required.

#### Qualifications / Basic Job Requirements:

- Associates Degree in Computer Science, IS, or related field and one year comparable experience as a helpdesk/customer service representative or advocate - or four years comparable experience as a helpdesk/customer support representative may be substituted for the educational requirements.
- A general knowledge of internet and cable television technologies.
- Strong Knowledge of TCP/IP, Ethernet based LAN, WiFi and Internet wired/wireless router set up and configuration.
- PC Proficiency (Windows 7, 8 MAC OS), including Microsoft Office
- Mobile device setup and configuration proficiency (Android and iOS)
- Knowledge of network troubleshooting utilities such as PING IPCONFIG and DNS LOOKUP.
- Must provide all customers with prompt and courteous service.
- Excellent interpersonal skills required.
- Must be able to work independently and as part of the service support team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Ability to communicate effectively orally and in writing.
- Excellent public relations, group development and meeting facilitation and communication skills preferred.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.
- Ability to clearly communicate complex technology concepts to others through training and workshops.
- Demonstrated ability to speak and provide presentations in a public environment.
- Ability to interact with all levels of the general public
- Must be flexible and able to handle multiple tasks concurrently.
- Ability to obtain and maintain a valid driver’s license required.

**To Apply:** Submit cover letter, resume and a **City of Burlington Application to:** Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: [www.burlingtonvt.gov/HR](http://www.burlingtonvt.gov/HR).

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145. **WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.**